

COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH

COVID-19: FIELD ISOLATION AND QUARANTINE HOUSING Field Operations Manual (FOM)

Hotel Q/I Site (220 rooms, 8 Floors)

VERSION 1.2 – DRAFT

NB: To provide an example of how some policies and procedures evolved during the first few months of the Los Angeles Q/I program for PEH, we are providing this copy of early guidelines (month two of the response) with annotations in red, italicized font. Some minor edits were also made in the guidelines for clarity and to preserve confidentiality. Note that this set of guidelines is less than 10 pages in length.

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Purpose

The purpose of this document is to provide information, procedures, protocols and supporting documents for the medical and health mission at the Pomona Field Isolation and Quarantine Housing for COVID-19. The mission is to isolate and quarantine people that do not have a residence and monitor their health during the required isolation and quarantine period. A team has been deployed to assist with providing other non-health services during the period these individuals must remain in isolation or quarantine.

Note how general the guidelines are. The dozens of detailed protocols and procedures that would be developed over time were not available yet.

Scope

The scope of Pomona Field Isolation and Quarantine Housing for COVID-19 is to provide accommodations for clients that have:

- Tested positive for COVID-19 or waiting for COVID-19 test results and do not have a residence¹ to be able to isolate or quarantine.
- Do not have any secondary diagnosis or chronic illness that requires additional medications or care to be provided by Public Health staff onsite
- Do not smoke as the facility is non-smoking²

Position	Agency/Department	Shift 1	Shift 2	Shift 3
Site Director	LA County Departments	0800-1600	N/A	N/A
Site Manager	LA County Departments	0800-1600	1600-2400	2400-0800
Law Enforcement	LACo Sheriff/Pomona PD	24 hours		
Public Health	LA County DPH/ MRC/PHEV	0700-1530	1500-23:30	2300-0730
Mental Health	LA County DMH/TriCity			
Security	Universal Allied	24 hours		
EMT	LA County	0800-2000	2000-0800	

¹ This included people who had a home but would put someone else in the home at risk of infection if they were to Q/I at home.

² Relatively quickly it was determined that preventing clients and staff from smoking would increase clients leaving before the recommended 10-14 day Q/I period and lower productivity among staff. Defined smoking areas were designated for both groups.

Organization on Site

Roles and Responsibilities

Position	Roles and Responsibilities
Site Director/Site Manager	Oversees the non-health related services (i.e. food, laundry, cleaning, trash) for clients at the site; Coordinates with CEOC, Sheraton employees, and other service providers for logistical support

Public Health ^{3.}	Oversee the intake of clients transported to the site for isolation and quarantine; Conduct health wellness checks and monitor clients under isolation and quarantine; Address any health emergencies
Mental Health	Available to provide mental health services to decrease anxiety, worries, family support; provide psychological education; crisis intervention (i.e. 5150); conduct emotional wellness checks on clients; and provide Mental Health 101 and emotional support for staff; have a psychiatrist available upon request for evaluation
Law Enforcement ^{4.}	Provide security and ensure the safety of clients and staff working at site
Security	Observe and secure entrances, exits, and floors to ensure clients are following isolation and quarantine procedures
EMT ^{5.}	LA County EMTs will be stationed on site with ambulance 24/7 in 2 shifts; responsible for responding to medical emergencies with clients; transporting clients requiring emergency medical service by gurney from room to transport area, where they will be met with fire/paramedic responders; may transport to nearest hospital if needed; assist with queuing transport vehicles to ensure one client enter facility one at a time for intake; and may assist with intake in the queuing area

^{3.} Over time the DPH transferred responsibility for all Q/I sites for PEH to the DHS.

^{4.} Once the Q/I program established itself, the need for uniformed police dropped off and the private security team handled all on-site security. When absolutely necessary, staff would call 911 for additional support.

^{5.} EMTs continued to be stationed on site over the long-term, however, stationing an ambulance on site 24/7 proved to be unnecessary. Non-emergent client transport was scheduled as needed, while 911 was utilized for emergent situations.

Procedures

Intake Process

The clients will be transported to the site by ambulance. The Field Isolation/Quarantine Intake Form will be completed for each individual transported to the site. The transporting vehicles with clients will wait in the queuing line. The queuing line will be in the parking lot of the site with privacy screens placed so that clients being transported into the facility cannot be seen by the general public. There are two options for the intake process depending on the number of transports waiting in the queuing line. ^{6.}

- For 1-3 transports waiting in the queuing line, clinically licensed staff at the site will complete the intake form with 1-2 clients entering the facility at a time.
- For more than 3 transports waiting in the queuing line, the intake process will be completed in 2 steps.
 - Questions on the intake form that can be completed by asking either the transport staff or while the individuals remain in the transport vehicle will be asked by staff in the queuing line.
 - Then the client will enter the facility and clinically licensed staff will review and complete the remaining intake form.
 - In an effort to protect the staff and individual, this will be conducted 6 feet away from the vehicle while protecting health information.

Once the intake form has been completed, a room will be assigned to the client and logged on the Intake Log form.

⁶. Over time it became clear that during busy times of the day, it was more effective for both staff and clients to use an abbreviated intake procedure to get clients into their rooms quickly. This was even more true at night and/or during inclement weather.

Each client will be provided a Welcome Kit, which may include a hygiene kit, clean clothes, and a laminated information sheet. [As well as, snacks, drinks, and/or a meal if they were hungry.]

Ambulances pull forward into the established decontamination area and properly decon equipment, doff PPE, and dispose of all PPE in red biohazard containers provided in the decontamination area.

Room Assignment

There are 2 rooms per floor designated as Decontamination/Staging Rooms for staff (rooms ending in 16 or 30), which will be kept open for staff to put on or take off proper PPE. There will be the following supplies located in the Decontamination/Staging Rooms: ⁷.

- PPE: N95, Face shields, gloves, and gowns
- Medical waste disposal bins
- Soap and Hand sanitizer

⁷. When the client census became extreme, every possible bedroom became critical and Donning/Doffing was moved to one location on the ground floor.

There will be one security guard (2 per floor) posted in front of the designated Decontamination/Staging Rooms with visibility down each hallway to ensure clients are staying inside their assigned rooms. ⁸.

⁸. We maintained 2 guards per floor throughout the pandemic, however, this was a difficult post, as the guard might not see another person for hours, particularly at night, and there were no windows on the corridors, so it was hard to stay awake (they had a chair to sit in as the chose). We suggest making all posts circulating, but particularly those in isolated area.

There are 32 rooms per floor and 7 floors of room in the building. The following rooms are designated for ADA: 306, 325, 326, 304, 404, 406, 504, 506, 604, 606. Rooms 306, 325, 326 have walk-in showers, while the others have bathtubs.

Room assignments will be conducted using the following procedure: ⁹.

- On each floor, half of the rooms will be designated for females and the other half for males. The rooms in the middle may be designated for transgender or non-binary people if needed.
- Rooms will be assigned starting with those on lowest floor (2nd Floor)
- Rooms will be assigned alternating rooms in attempt to keep distance, if possible.
- Once all the rooms are assigned on the lowest floor, the next floor rooms will be opened for assignment.

⁹. As our client load increased dramatically, it was no longer sensible to use alternating rooms, or keep some floors empty. We analyzed all factors that contributed to rooms not being available and made several changes to maximize occupancy, including faster maintenance, immediate cleaning, and reduced specificity for who went in which room.

Rooms with a balcony (802, 814, 832, 842) will be utilized by staff and not assigned to clients.

Health and Emotional Wellness Checks

Health wellness checks and monitoring will be conducted by Public Health twice during a shift, at minimum at the beginning and end of shift. They will be conducted by calling each client using the hotel phone located near the intake station and logging it on the Health Assessment Log form.

Emotional wellness checks will be conducted by Mental Health at minimum twice during a shift. Mental Health staff may provide additional services as described in the Roles and Responsibilities section on a needed basis. Mental Health staff will be provided on site at a 1:23 ratio, with capability for services to be provided by telephone if needed. Mental Health staff will also provide staff emotional support during their shift and a quick brief at the beginning of each shift.

Time Outdoors

Best efforts will be made to schedule clients for 20 minutes of outdoors time, 3 times a day, with less than 10 individuals per period to ensure social distancing. They will be notified of their schedule times. They will be asked to remain 6 feet apart during this time. Smoking is only allowed outdoors in the designated smoking area. Clients will be escorted to and from their rooms by staff. Time outdoors will only be allowed during daylight. Once the sun sets, everyone will be asked to remain in their rooms.⁹

⁹. In this regard, a multistory hotel setup proved to be suboptimal. In a motel setting, we could provide clients with a chair just outside their room door and they could smoke, get fresh air, and chat a distance with a neighbor at their leisure, at any time of day, whereas the hotel setting required labor intensive organization to allow clients to smoke at proscribed times.

Non-health Services

Non-health services will be coordinated by the Site Director/Site Manager supported by vendors. Services provided will include food, medical waste disposal, housekeeping and cleaning, Welcome Kit supplies (i.e. hygiene kits, clean clothes), and other services per as contracted.

Policies

Acuity 911

Call 911 if patients are experiencing:

- Shortness of breath with labored breathing and respirations less than 10 or greater than 30
- O2 Saturation less than 90% and patient cannot be supported on 2L/min by NC
- Acute chest pain concerning for **acute coronary syndrome**
- Acute mental status change concerning for acute cardiac, neuro, or metabolic crisis
- Opiate or other substance use overdose.
- Acute psychiatric symptoms placing patient or staff in imminent danger without successful de-escalation attempts
- Respiratory or cardiac arrest
- Other emergency symptoms that cannot be managed on site

○ DO NOT DO CPR! DO NOT ATTEMPT INTUBATION IN THE FIELD. AMBU BAG IF NECESSARY

- Call 911 and obtain full set of vitals (if able)
- Notify guard of pending first responders
- Notify EMT stationed 24/7 outside of the site
- EMT will transport clients requiring emergency medical services to the designated transport area and coordinate with 911 responding agency.

DPH Shift Change

During the shift change, outgoing staff will brief the incoming shift. All members of DPH will sign-in, sign-out and back in for 30-minute lunch break.

Staff will adhere to the following protocol:

1. Provide orientation for incoming staff including location of supplies, PPE guidelines, and patient information location
2. Provide # of client on site
3. Report on
 - a. Acuity
 - i. Name and Age
 - ii. Admission Date and possible discharge date
 - iii. Acuity level 1, 2, 3 (?)
 - iv. Comorbidity concerns: physical, mental, behavioral
 - v. Monitoring Frequency
 - vi. COVID-19 Status (negative, positive, pending)
 - vii. Pending Tasks
4. Review pending Intakes
5. Review pending releases
6. Review clinicians on call for support
7. Review staff names/locations/duties
8. Review name/# current site manager, provider, emotional wellness provider, security
9. Handoff phone or other communication method (i.e. walkie-talkie), if applicable

Elevator Use

[Hot] All clients will use the bank of 3 elevators in front of the intake area and only allowed to access their room floor. Their room key will need to be inserted to activate the elevator and then press their room floor number.

- [Warm] All staff will utilize the service elevators to access floors as necessary

Restrooms

- [Cold] The restrooms located on the lobby floor (i.e. public restrooms) will only be utilized by staff or vendors.
- [Hot] Clients will be allowed to only use the restrooms in their room

Personal Protection Equipment

Public Health will provide the proper PPE for staff depending on their role and level of interaction with clients. Below is the guidance:

- PPE may not be required if you are adhering to the social distancing of 6 feet and practicing regular hand washing or utilizing hand sanitizer when unable to access a wash station
- Anyone that may have potential interactions with clients within 6 feet is recommended to wear a surgical mask and gloves
- Law Enforcement or other staff that may potentially have close contact or risk of exposure to droplets are recommended to wear a surgical mask, gloves, and face shield
- A clinically licensed professional that may have to enter a client's room is recommended to wear N95 (fit tested), face shield, gloves, and gown.
- County Fire and Ambulance will have their own PPE
- Proper doffing procedures will be utilized to remove all PPE and disposed of properly in red biohazard containers
 - PPE used during closed contact with clients will be bagged in a biohazard bag, tied at the top, and disposed of into the red biohazard containers
 - When a biohazard container is close to full, Public Health staff will tie the top, close the lid and inform the Site Director/Manager which biohazard containers need to be picked up
 - Medical waste pick up is scheduled to come on Monday, once a week.
 - If additional pick up is required, inform the Site Director/Manager and they will coordinate.

General Safety Precautions At All Times:

- When not wearing PPE, conduct appropriate social distancing (stand at least 6 feet away from all others, including staff).
- Wash hands with soap and water for at least 20 seconds before and after all patient contact, contact with potentially infectious material, and before putting on and after removing PPE, including gloves. If no soap and water is available, use alcohol-based hand gel with an alcohol content of at least 60%.
- Do not rub eyes or nose or touch face until proper hand hygiene has been performed.

Site Access

Access to the Field Isolation and Quarantine site will be restricted to the following personnel:

- Staff assigned to work at the Field Isolation Quarantine site
- Emergency services personnel (i.e. ambulance, fire, paramedics, law)
- Law enforcement and security
- Vendors providing services
- Official ambulances or healthcare facility vehicles transporting clients
- Staff from other Field Isolation Quarantine sites

The security guard posting at the entrance of the parking lot will only allow access to the following personnel/vehicles:

- Staff assigned to work a shift may arrive in a private or official work vehicle
 - LA County staff will be asked to show their employee badge
 - List of names will be provided to Security Guard posted at entrance of the parking lot for volunteers with MRC or PHEV Network assigned to work a shift.
 - MRC and PHEV Network volunteers will be asked to show their government issued identification and referenced with the list
 - For any volunteer who is not on the list provided, Security Guard will call Site Director/Manager to confirm.
 - Law Enforcement may be in marked vehicle and asked to show their badge
 - Emergency Services provider (ambulance, fire, paramedics, law) will most likely arrive in marked vehicle and uniform with badge
 - List of vendor names will be provided to Security Guard posted at entrance of the parking lot; Vendors may be asked to show their employee badge
 - For any vendor who is not on the list provided, Security Guard will call Site Director/Manager to confirm.
 - Official ambulances or healthcare facility vehicles transporting clients will be directed to the client drop-off zone
 - Other facility staff (Fairplex and Sheraton)

Security Guard posted at entrance of parking lot will call Site Director/Manager using the radio (channel 7) if they have any questions. Site Director/Manager will ask other positions on site to confirm or deny access to ensure security of the site and protection of everyone involved in the isolation and quarantine.

Media/News vehicles will not be allowed onto the site.

Appendices

- Appendix A-01: Site Plan
- Appendix A-02: Communications List (ICS 205A)
- Appendix A-03: Fire Evacuation Plan
- Appendix A-04: Environmental Health and Safety
- Appendix A-05: Security
- Appendix A-06: Resource Procurement
- Appendix A-07: Trash
- Appendix A-08: Bio-hazard Waste
- Appendix A-09: Janitorial and Laundry
- Appendix A-10: Room Management
- Appendix A-11: Meals
- Appendix A-12: Non-health Duties & Responsibilities
- Appendix A-13: Signage, Flyers, Logs